

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 875
TO BE ANSWERED ON 29TH NOVEMBER, 2024**

BENEFICIARIES UNDER AYUSHMAN BHARAT YOJANA

875. SHRI KAUSHALENDRA KUMAR:

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) the number of beneficiaries of Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (ABPMJAY) in the country till date, State-wise;
- (b) the number of beneficiaries above the age limit of 70 years under this scheme, State-wise;
- (c) whether the Government is aware that the beneficiaries are not given proper treatment and forced to pay money in most of the hospitals despite having the Ayushman Card;
- (d) if so, the details thereof;
- (e) whether the Government proposes to take strict action/issue strict guidelines for these hospitals, even if they are Government hospitals; and
- (f) if so, the details thereof?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI PRATAPRAO JADHAV)**

(a): As on 31.10.2024, approximately 35.89 crore Ayushman cards have been created under Ayushman Bharat- Pradhan Mantri Jan Arogya Yojana (AB-PMJAY). State/UT-wise details of number of Ayushman cards created under the scheme are at **Annexure-I**.

(b): The estimated number of beneficiary families aged 70 years and above is 4.5 crore, which corresponds to the 6 crore individuals under the scheme. As per AB-PMJAY source database, in the existing scheme there are 1.73 crore families with at least one member of 70 years and above, and total number of individuals of age 70 years and above is 2.15 crore. As on 25.11.2024, approximately 14 lakh Ayushman Vay Vandana cards have been created for senior citizen

beneficiaries aged 70 years and above under the scheme, State/UT-wise details of which are at **Annexure-II**.

(c) to (f): Under AB-PMJAY, a three-tier grievance redressal system at District, State, and National level has been created to resolve the issues faced by beneficiaries in utilizing healthcare. Beneficiaries can file their grievance using different mediums including web-based portal Centralized Grievance Redressal Management System (CGRMS), Central & State call centers, email, letter to State Health Agencies etc. Based on the nature of grievance, necessary action for resolution is taken including coordination with the hospital and providing of support to the beneficiaries in availing treatment under the scheme.

As on 25.11.2024, a total of 5,565 grievances were received on the Centralized Grievance Redressal Management System (CGRMS), out of which 98 % of grievances have been resolved through efforts made at District, State and National level.

The detailed grievance redressal guidelines is available at the following link:

<https://nha.gov.in/img/resources/OM-Grievance-Redressal-Guideline-Dec-2021.pdf>

State/UT-wise details of number of Ayushman cards created under the scheme

State/UT	Number of Ayushman cards created
Andaman And Nicobar Islands	72,939
Andhra Pradesh	1,55,76,406
Arunachal Pradesh	1,47,005
Assam	1,76,97,074
Bihar	3,56,39,789
Chandigarh	2,13,794
Chhattisgarh	2,27,26,145
Dadra And Nagar Haveli And Daman And Diu	4,45,366
Goa	81,888
Gujarat	2,61,36,516
Haryana	1,21,76,689
Himachal Pradesh	13,39,890
Jammu And Kashmir	86,68,794
Jharkhand	1,22,83,078
Karnataka	1,75,35,705
Kerala	77,21,284
Ladakh	1,89,601
Lakshadweep	36,996
Madhya Pradesh	4,07,32,323
Maharashtra	2,87,04,774
Manipur	6,53,206
Meghalaya	20,09,470
Mizoram	5,66,253
Nagaland	7,40,084
Puducherry	5,14,148
Punjab	89,61,752
Rajasthan	2,23,43,366
Sikkim	78,616
Tamil Nadu	75,33,010
Telangana	82,49,233
Tripura	20,05,835
Uttar Pradesh	5,13,36,525
Uttarakhand	58,16,538

State/UT-wise details of number of Ayushman Vay Vandana cards created for senior citizens aged 70 and above under the scheme

State/UT	Number of Ayushman Vay Vandana cards created
Andaman And Nicobar Islands	60
Andhra Pradesh	8288
Arunachal Pradesh	9
Assam	3780
Bihar	31364
Chandigarh	4073
Chhattisgarh	6018
Goa	1063
Gujarat	122988
Haryana	47338
Himachal Pradesh	8251
Jammu And Kashmir	349
Jharkhand	455
Karnataka	51250
Kerala	327448
Ladakh	3
Lakshadweep	24
Madhya Pradesh	497622
Maharashtra	2302
Manipur	2057
Meghalaya	35
Mizoram	22
Nagaland	54
Puducherry	2056
Punjab	24610
Rajasthan	9295
Sikkim	387
Tamil Nadu	45238
Telangana	8111
Dadra And Nagar Haveli And Daman And Diu	544
Tripura	350
Uttar Pradesh	208705
Uttarakhand	2226
